

Federal Way TWI Site Visit - April 28, 2003

Current Practices

Department of Social and Health Services (DSHS) case managers provide orientation and open the job search component or enter a RI. Customers are informed of the date and time that they are required to report to EDS WorkFirst for Job Search.

An orientation is presented by ESD at 1:00 p.m. every Monday, Wednesday, and Thursday. Customers are informed of the program and participation requirements. Customers are given an oral presentation and written information that explains TWI. The presentation emphasis is on completing all the required modules/competencies as quickly as possible. Customers are then advised that they have up to 4 weeks to complete the modules. Customers are also informed that if the competencies are not completed by the end of the fourth week they will still be required to start looking for work at that time. Customers are advised that they are not restricted from seeking employment prior to completing the competencies.

Customers receive detailed verbal and written information on the program and a schedule of the job search modules for that week. Customers use this information to select the modules they wish to attend and a Passport Booklet that they will use to track their progress toward completion of their competencies. Customers are advised to pick up a new schedule at the end of each week for the next week's activities.

Immediately following the completion of the orientation, which lasted approximately 20 minutes, the assessment portion of the program, is presented.

The assessment is done using OSCAR. OSCAR assesses customers' work values and interests. These results can be linked to the local labor market using the WorkForce Explorer so customers can research targeted wage employers with the goal of finding related employment at the highest wage possible in their local area.

Customers received instruction on and used OSCAR for approximately 20 minutes. Customer used the interest profiler in OSCAR. The Work Values portion was not used. The correlation between the interest assessment and using the results to research the labor market was not clearly presented nor matched to the WorkForce Explorer.

The use of OSCAR was followed by a brief overview of the WorkForce Explorer. Customers were shown how to look at the occupational outlook information and for jobs by occupation in the WorkForce Explorer. Customers did not use their own assessments to explore occupations based on their own personal assessment(s).

OSCAR has had functionality problems. OSCAR has been totally functional 12 days, totally down 2 days and for 15 days customers could use the program, but not print out their report. LMEA staff has been advised of these difficulties. It is suspected that some of the problems is due to the lack of the proper IT interface equipment. The equipment to solve the interface problems has been ordered. These difficulties may

also be resolved with the Washington State specific OSCAR assessment tool that is expected to be completed soon per LMEA staff.

Competencies

Federal Way offers open entry / open exit modules that customers are required to attend to attain their competencies. The TWI design allows customers the flexibility to attend modules at times that work best for them. The fact the customer is in control of what and when they attend is stressed during the orientation. Customers can complete all of the competencies by the end of their second week in job search. However, since some modules are only offered every other week, a customer who misses a module in one week may have to wait several weeks to have the opportunity to take that module. Customers are encouraged to attain all competencies as soon as possible.

Progress of competencies is tracked on each customer's passport and documented in a separate individual file should the passport become lost. Completion of competencies is also recorded in e-JAS notes. Completed competencies for the Federal Way TWI program consist of:

Offered Weekly: Orientation/assessment, a success plan, Interviewing, VIP Symposium-Guest Speakers (schools, businesses), resumes, master application, and Networking

Offered every other week: Computer Lab, mock interviews, 60 Second Commercial, Money/time Management, Backup Plans, Motivation

Master Application Module:

The module for the master application was well presented. Customers completed the generic on line application. Customers printed copies of the application for review by the staff member presenting the module. Each application was reviewed and changes recommended. Customers not completing the application were informed that they could use the computers in the resource room, complete a review form and drop it off in a box in the lobby. During the day staff review applications and place them in an out box in the lobby for customers to pick up and make changes if necessary. If no changes are necessary the passport is stamped. This process improves the quality of the application. While the resume module was not observed staff indicate the review process was the same.

Job Search: Upon completion of competencies or no later than the end of week 4 through week 8 of job search:

Upon completion of competencies or no later than the end of the fourth week, customers begin contacting employers and are required to make 3 contacts each week with the focus on getting the best possible wage job. Customers participate in job search activities including networking (job club), workshops, resource room use and hiring events.

The link between the assessment, employment goal and the job search (employment sought) was not clearly presented to the customers during the initial orientation/assessment. The success plan is done almost daily during the first four weeks of JS to help focus customers on completing their competencies. However, after that point, reviews of the success plans as well as speaking with staff reveals that the success plan is not used as extensively to help the customer focus their job search activities toward the work goal.

Customers are required to attend the networking module every Tuesday. The employer contacts are reviewed as well as a daily log maintained by the customer that outlines what activities they did over the past week to support their job search.

Business Outreach – Hiring Events. Two hiring events have taken place. Staff were very supportive of these events and felt that they added value. There has been improvement in how customers from multiple offices arrive at and flow through the event. It is more managed with customers arriving at different times. The latest event had 10 employers participate. It is too early to tell what hiring outcomes were achieved.

Evaluations

In weeks four, eight and twelve customers will be using the evaluation questions in CATS. As of the time of the case record reviews no 8 or 12-week evaluations had been conducted based on the elapsed time of the pilot program at Federal Way. Staff has documented in the 4-week evaluations what has or has not been completed in terms of the work skills assessment or competencies. After completion of the evaluation the tracking of remaining competencies for customers to complete is done manually and is not always accurate to ensure timely follow-up. Currently this requires a local manual tracking system and takes away staff from engaging customers.

In the orientation and when the eighth week of job search arrives, all customers will be advised they now need to seek and accept a minimum wage job and no longer focus on higher wage positions. This is to be a follow-up to what customers are told in the orientation. Customers continue to participate in job search activities including networking (job club), workshops, hiring events and utilization of the resource room.

Part-time job search customers are not treated any differently than fulltime job search customers. They are provided the same services even though tracking of some services has not been required.

Statistical Rollup

An Adhoc report was done on April 18th. See attached summary below.

Best Practices

The flexibility the modules offer customers. Customers can adjust their schedules to meet the program needs and their personal needs.

Customer recognition – graduations for customers completing all requirements has started. Gold seals on the front of the passport to identify customers having completed all the competencies has raised customer motivation. Offering faster services to those who have gold seals has also proven to be a motivating factor.

The addition of a record of attendance to the Networking Module in the passport has helped to monitor attendance.

DSHS providing a module on Back-up plans has been very beneficial.

Surveys

- 10 Customer surveys were completed. The majority of the answers received a positive response. Customers overall were very pleased with the services and felt they added value to their finding employment.
- Staff surveys – Overall staff believe the Success Plan adds value by having the customer think out their plan of action. Staff indicated that having customers complete an assessment and their competencies did add value to improving/increasing the opportunities for customers. Staff all liked the automated 4,8, and 12 week evaluation tools in CATS. Staff offered the following if they could make any changes: Increase staffing, Offer software programs on resource room computers for practice GED testing.

Changes to TWI implementation Plan

The most predominant change from the original plan has been changing the Orientation/Assessment from two days to one day. The change was instituted to improve customer flow and not have customers having to wait to re-enter this portion of the program since this is the foundation module or starting point of the program.

The local colleges are still in the process of determining what they can offer as indicated by the site supervisor.

TWI Case Record Review April 23, 2003

Prior to the onsite visit, twenty-four customers participating in full time job search were randomly selected from the one hundred eight customers required to participate full-time.

For Employability Assessment and Competency completion see attached reviews.

Note: Federal Way is not considering the competencies completed unless all modules in their Passport are signed off. While Federal Way has added module, in addition to the basic core competencies outlined in the initial guidelines, the plan still calls for customers to complete all competencies within four weeks.

Success Plan. Success Plans are presented in a 20 minute segment of the module which covers the orientation/assessment and labor market information. The plan is present as a road map to provide direction for attending future modules. It is used to outline when and what module the customer is planning to attend. The plans reviewed do provide this type of information for the customer, but provide very little planning of activities and specified times to have these activities done once the actual job search starts after the competencies are completed. Staff indicated that at that point they are having customers complete an activity log for the activities the customer did in support of their job search over the past week. The success plan was not being used in conjunction with this log.

Customer Engagement:

Records indicate staff do document non-participation and document the reason for referring customers back to DSHS.

Federal Way TWI Learning Lab

Statistical Overview

A statistical overview of the total Federal Way CSO customer base is as follows:
(Source – Adhoc report 4/18/03 for all open cases.

Total customers with an open component - 866
Component breakdown -

# in Comp		# in Comp		# in Comp		# in Comp		# in Comp
13 - CJ		79 - PI		3 - RS		6 - XB		9 - XP
13 - ES		38 - PP		1 - RX		5 - XC		2 - ZA
18 - FT		63 - PR		112 - SA		4 - XE		4 - ZB
5 - GE		2 - PS		5 - SN		15 - XF		1 - ZC
113 - HS		39 - PT		2 - SR		34 - XG		14 - ZD
140 - JS		1 - RA		1 - TP		7 - XH		
11 - JT		7 - RB		9 - VE		2 - XJ		
64 - LP		25 - RI		6 - VU		36 - XM		
16 - PE		10 - RO		1 - WE		13 - XN		

Note:

- Of the 38 in PP one was also in JS
- Of the 112 in SA 7 are also in JS
- There are 4 full time JS components active for TANF closed customers
- Of the 140 in JS 108 are in fulltime JS (includes PP, SA and closed customers)
- As of the date of this Adhoc Report (April 18th) there were 371 cases with a Case Status of 1 with no active component.

Case Record Reviews (as 4/21/03)

The total active customer in full time Job Search (JS) is 108.
The total records reviewed: 24

Overall summary of case record reviews for both eJAS and CATS is as follows. Screen-prints for each record reviewed is attached.

JAS ID		Work Skills Assessment	Comp.	Success Plan Updated	Weeks in Program	Weeks to Complete Comp.
4562496		3/26/03	Not Done	3/24/03	4	Unknown
253765		Not Done	Not Done	2/20/03	4	Unknown
4839243		3/12/03	4/7/03	3/28/03	6	Unknown
3074429		Not Done	Not Done	7/26/01	7	Unknown
261301		3/12/03	3/26/03	4/7/03	6	4
2635264		3/12/03	4/4/03	3/28/03	6	3
3386726		Not Done	4/4/03	10/07/02	5	3
3282240		3/19/03	Not Done	4/11/03	7	Unknown
261036		3/12/03	4/11/03	3/31/03	7	6
4821984		3/19/03	4/9/03	4/11/03	7	6

Work Skill Assessment and Competencies

4562496 – 4 week evaluation indicates 4 modules left to do as of 4/14. As of 4/21 no change.

253765t – Per notes, not participating in TWI - in and out of JS since 5/13/02. Most recent JS is 3/12/03. Months on TANF 10 months. As of 4/14 evaluation: 3. The Job Search Competencies were not completed because: CI is currently working on these. No record of completion as of 4/21/03.

483924– Per 4 week evaluation the competencies have not been completed. Was to complete by 4/13, but no record of completion.

3074429 – No 4 week evaluation complete for this JS. Last 4 week evaluation 1/7/03. JS is 1.0, IRP is for ½ time. Customers JS was extended with the start and end dates changed without the JS being closed first. Customers JS was extended by the case manager just prior to the requirement of a 12-week review. 30 months on TANF.

261301 – 4 week evaluation not complete per CATS. Questions not answered, only a statement that the 4 week eval was conducted per CATS on 3/26/03.

2635264 - 4 week evaluation, Work Skills Assessment and Competencies completed.

3386726 – 4 week evaluation indicates customer attending computer training, no training component in system. Workshop not completed due to training. Notes indicate staff are signing customer out/in CATS if he is in training. Note dated 3/18/03.

3282240 – 4 week evaluation on 3/25 indicates: 3. The Job Search Competencies were not completed because: CI does not have backup child care at this time as all family members work. CI is trying to find a solution for backup. She will try to complete by April 7, 2003. A note on 4/4/03 indicates that the customer was reminded of what she needed to complete. As of 4/21 no indication of completion of competencies.

261036 The 4 week evaluation on 3/25/03 indicates: 3. The Job Search Competencies were not completed because: PARTICIPANT HAS BEEN ATTENDING HIGHLINE C.C. PART TIME ON GED PROGRAM AND HAS BEEN ABSENT 4 DAYS DURING WORKFIRST PARTICIPATION; NEEDS TO ATTEND MONEY/TIME MGMT., WOTC/EITC, MOTIVATIONAL MODULES. The customer did complete the

competencies on 4/11.

4821984– Four week evaluation not conducted. No questions answered from CATS or eJAS. Per note on 4/9 competencies were completed.

Success Plans

- 4562496 – Number of plans completed – 16
Plan last updated – 4/21/03
Plan does not list the last 3 jobs, but lists last 3 employers
Latest plan simply states: To support the path I have selected, I will: resource room. Plan does not provide a specific action or date to support customer path.
Plan was updated April 21st with a start work by date of April 22nd.
- 253765t -** Number of plans completed – 1 No updated plan
Plan last done on 2/20/03 in eJas
Plan provides no specific action or dates to complete actions to support path/goal: Air Force.
- 4839243 -** Number of plans completed – 7
Plan last updated – 3/29/03
Plan provides action to take on March 31st
Plan lists as job to look for: any kind of job
Plan has a start work date of : April 1st.
- 3074429 - Number of plans – 1 No updated plan
Plan last done on 7/26/01 in eJas
Goal: Office Assistant
Plan provides no current actions to take or dates for steps to be taken
- 261301 -** Number of plans completed – 19
Plan last updated – 4/17/03
Plan provides no specific action or dates to complete actions to support path.
Plan lists as a job to look for: labor What type of labor?
- 2635264 - Number of plans completed – 8
Plan last updated – 3/28/03
To support the path I will states: I CAME IN 3/28 AND FAX A COUPLE OF RESUMES.AND GOT ON THE COMPUTER FOR JOB SEARCH. Plan provides no future action steps or completion dates.
Goal to start work by date is March 24th (four days prior to date of update)
- 3386726- Number of plans completed – 1
Plan last updated – 10/07/02
Plan provides no specific action or dates to complete actions to support path.
- 3282240 -** Number of plans completed – 6
Plan last updated – 4/21/03
To support the path I have selected, I will: finish my passport as soon as possible

and find a job. No specific steps or dates to complete steps listed.
Goal to start work by date is April 21st.

261036 - Number of plans completed – 11
 Plan last updated – 3/31/03
 Plan does not list the last 3 jobs, but lists employers
 Has selected High Wage High Demand training as her path
 To support the path I have selected, I will: I will be attending the 1:30 vip
 symposium on thursday on April 4
 My goal is to start work by: March 24, 2003 Date prior to update.
 Plan is not up to date.

4821984 - Number of plans completed – 26
 Plan last updated – 4/18/03
 To support the path I have selected, I will: Resource room / Job search. Plan
 provides not specific steps or dates to complete steps.
 My goal is to start work by: April 01, 2003. Date prior to update.

See attached Overviews for additional 14 cases reviewed.

Federal Way Customers in their 4th week as of 4/23/03													
12-Week Completion	CSO	4-Week Eval Performed	8-Week Eval Performed	12-Week Eval Performed			Jas Id	Case Status	Participating Status	Work Skills	Compten.	Weeks in Program	Weeks to complete Compten.
6/17/2003	45	Y					3341547	Active	Participating	Yes	No	4	Unknown
6/17/2003	45	Y					2879478	Closed	Participating	Yes	Yes	4	2
6/18/2003	45	Y					129967	Active	Participating	Yes	Yes	4	3
6/18/2003	45	Y					184267	Active	Participating	No	No	4	Unknown
6/22/2003	45	Y					4601348	Active	Participating	Yes	No	4	Unknown
6/22/2003	45	Y					2068712	Active	Participating	Yes	No	4	Unknown
6/22/2003	45						216213	Active	Participating	Yes	No	4	Unknown
6/22/2003	45	Y					4006099	Active	Participating	Yes	No	4	Unknown

3341547 - Customer is working on Competencies was delay a week due to Grace Workshop

2879478- Competencies completed.

-129967 Competencies completed.

-184267 Competencies not completed. No Success Plan. 1. The Work Skills Evaluation Workshop was not completed because:

Not in TWI program, and never took the wkshop in the past. 3. The Job Search Competencies were not completed because: Worked on it herself, will attend the new TWI program if she gets RB again, and will review at 8 week eval.

-4601348 3. The Job Search Competencies were not completed because:He is doing the Back-Up plan today

and then graduate this Thru 4/24

-4006099 3. The Job Search Competencies were not completed because: Worked for 2 weeks, so is just gettign started

Customers in fulltime JS. End of 4th week was 4/18. The following is as of their 5th Week on 4/21/03												
12-Week	CSO	Eval Completed				Jas Id	Status		Work Skills		Weeks in program	Weeks to complete Compten.
Completion		4Wk	8Wk	12Wk			Case	Participating		Compten.		
6/15/2003	45	Y				236040	Active	Participating	Yes	No	4	Unknown
6/15/2003	45	Y				4671807	Active	Participating	Yes	No	4	Unknown
6/15/2003	45	Y				9467	Active	Participating	No	No	4	Unknown
6/15/2003	45	Y				2376097	Denied	Participating	No	No	4	Unknown
6/10/2003	45	Y				230596	Active	Participating	No	No	5	Unknown
6/9/2003	45	Y				4801460	Active	Participating	No	Yes	4	3
236040, A - per notes in 4 week eval. Competencies not completed because customer still needed Resume, Application, 60 sec commerical. Customer has signed into CATS everyday since start of JS. As of the beginning of 5th week as not completed.												
4671807, I - Per notes has four modules left will complete this week (wk 4). Custmer has signed into CATS everyday expect one since the start if the JS. As of 4/21 week 5 has not completed.												
9467- Per notes not participating in TWI. Customer is in full time JS. Has 15 months on TANF with the latest JS dated 3/24/03.												
No success plan on file.												
2376097 - First time on TANF with a JS start date of 3/24/03. 4 week evaluation not completed. No questions answered to explain why Work Skill Ass.												

[illegible]